



Janette M. Labbee, Director

SmartPay Newsletter

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Disputes on Purchase Card Statement

When a cardholder has a dispute with a merchant, the first step in handling the dispute is to contact the merchant. After the merchant agrees to a resolution, the cardholder can wait one billing cycle for the merchant to perform. If there is no credit or resolution, the cardholder should fill out a "Cardholder Dispute form" and fax it to Citibank. Citibank must receive the dispute form within 60 days from the date of the statement on which the disputed charge was posted. The dispute form is located on the Commerce Bankcard Center web site at:

<http://www.casc.noaa.gov/bankcard/bankcard>

If the cardholder is disputing in the CAMS CPCS system, a form is also available there. Although the cardholder may dispute a transaction in the CAMS system, the Cardholder Dispute form must be completed and faxed to Citibank as noted on the form. Disputing in CAMS does not resolve the dispute. Citibank must receive the Cardholder Dispute form in order to credit the cardholder's account. If there are questions regarding disputes processing in CAMS, please call the CAMS Help Desk.

NOAA—301-427-1023

NIST—301-975-5375

Census—301-763-3475

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Sixth Annual GSA SmartPay Conference

The 6th Annual GSA SmartPay Conference was held in New Orleans, August 24–26, 2004.

Donna Bennett, GSA Administrator, provided statistics on card growth and travel delinquencies. She stated that 2.1 million cardholders are serviced by the program. They generate 90 million transactions totaling \$24 billion. Donna announced that the Individually Billed Travel account delinquencies have been at an all time low of 3% over the last several months. This is comparable to the delinquencies of the corporate world and is great news for federal program managers.

GSA is proud of their Agency Organization Program Coordinator training module <http://fss.gsa.gov/services/gsa-smartpay>. Within months, they hope to publish a web based Best Practice Guide with articles on how agencies have approached and solved problems.

Dr. Palmer, a U.S. Bank presenter, shared that although purchase card numbers have decreased in the last several years, there has been an increase in usage by the existing cardholders by 12.8%. At present, the average dollar amount spent per purchase is \$320.00, and the latest cost benefit analysis shows a savings of \$73.00 per purchase.

Travel Forum 2004 Conference

The 3rd National Travel Forum was held in Dallas, TX, June 28–July 1, 2004.

The conference focused on electronic travel services. The workshops included demos of on-line services including travel authorization and voucher systems, on-line

booking engines and travel management centers.

Three companies are competing for the government e-Travel business — Electronic Data Systems (EDS), Carlson Wagonlit (CW) Government Travel, and Northrop Grumman's, Government Trip. More information is available at <http://egov.gsa.gov>

The Department of Commerce is scheduled for deployment of e-Travel in February 2006.



Happy New Year!



2005

Fleet Conference 2004

The 2004 Fleet Conference was held in New York City, July 20-22, 2004. Department of Commerce is considered a large fleet with over 2,000 vehicles in operation. There are 22 large fleets in the government. The government fleet consists of 36% U.S. Postal Service vehicles, 35% civilian agencies and 29% military. GSA produces an annual Fleet Report which

summarizes information regarding fleet inventory, miles traveled, fuel consumed including cost. This data is helpful in analyzing trends. The acceptance of the Voyager card has been an increasing problem, thereby forcing employees to put gasoline on the purchase card. One of the reasons for increased difficulty using the card is because Voyager is no

longer permitted to use the VISA override system. The vendor would have to install a new terminal which would increase the cost of doing business for the vendor by 3.5%. The new Voyager system generates two different types of billings per month causing additional work for program managers.